



Bureau Of Facilities Management

1st Service Request Instructions



1st Service Request Instructions

- First time users will need to provide contact information and a valid e-mail account before entering a request.
- Return users will only have to enter e-mail address.
- <https://covaimapp.assetworks.com/cr/validate-login.jsf>



Enter Your Email Address - Windows Internet Explorer provided by Virginia IT Partnership

https://covaimapp.assetworks.com/cr/validate-login.jsf

File Edit View Favorites Tools Help

Enter Your Email Address

Department of General Services
Commonwealth of Virginia

1stService **Contact Us**

Welcome to the Bureau of Facilities Management (BFM) 1stService Website
1stService allows customers in BFM maintained facilities to enter routine maintenance requests online and view the current status of submitted requests.
Routine requests include items like a light out or housekeeping services.
If you are reporting a building issue which requires immediate attention, for example a broken elevator, flooding, or power outage, please call the BFM Service Desk at 786-3578.
[1stService Assistance](#)
If you have any questions, please [contact BFM](#).

Please Enter Your Email Address And Click Validate to Continue

Validate Email

Enter Email Address

Done

start | Inbox - Microsoft Out... | Microsoft PowerPoint... | Enter Your Email Addr... | 1:32 PM



1stService

Con

Welcome to the Bureau of Facilities Management (BFM) 1stService Website

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[1stService Assistance](#)

If you have any questions, please [contact BFM](#).

Please Enter Your Email Address And Click Validate to Continue

kenneth.walker@dgs.virginia.gov

Validate Email

First time users will be sent an e-mail that they will have to reply to as validation/confirmation of the e-mail address they just provided

Return Customers only have to enter e-mail address



Application Menu - Windows Internet Explorer provided by Virginia IT Partnership

https://covaimapp.assetworks.com/cr/validate-login.jsf

File Edit View Favorites Tools Help

Enter Your Email Address Application Menu

Department of General Services
Commonwealth of Virginia

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1stService [Contact Us](#)

Click New Request

[Create New Request](#)

[Email My Requests](#)

start | Inbox - Microsoft Out... | Microsoft PowerPoint ... | Application Menu - Wi... | Internet | 100% | 1:36 PM



Create Customer Request - Windows Internet Explorer provided by Virginia IT Partnership

Navigation bar with back, forward, and address buttons. Address: <https://covaimapp.assetworks.com/cr/customer-request.jsf>

Menu: File Edit View Favorites Tools Help

Favorites: Enter Your Email Address Create Customer Request



Department of General Services
Commonwealth of Virginia

[Logout](#)

Hello, kenneth.walker@dgs.virginia.gov

1st Service

Contact Name: KENNY WALKER

Contact Phone: 225-4875

Click Next


Clear Back Next



File Edit View Favorites Tools Help


Favorites Request Details

Page Safety Tools


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1st Service [Contact Us](#)

Facility Needing Work: 

Location:

Request Category: 

Description:

Click on search button, find building then click site number

Internet 100%



<u>Building</u>	<u>Description</u>
701	OLIVER W HILL BUILDING
702	WASHINGTON BUILDING
703	JEFFERSON BUILDING
706	PATRICK HENRY BUILDING
707	ALUMINUM BUILDING
708	ZINCKE BUILDING
709	MADISON BUILDING
710	HIGHWAY BUILDING
711	HIGHWAY ANNEX
717	FERGUSON BUILDING
720	LEE MONUMENT
721	MONROE'S TOMB
722	DARBYTOWN FEDERAL SURPLUS WAREHOUSE
723	DARBYTOWN STATE SURPLUS WAREHOUSE
723MAIL	DARBYTOWN STATE MAIL SERVICES
724	VDC WAREHOUSE
727	MORSON ROW #1


Find building then click
site number



File Edit View Favorites Tools Help

Favorites Request Details

Home RSS Mail Print Page Safety Tools ?

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1st Service [Contact Us](#)

Facility Needing Work:

Location:

Request Category:

Description:

Location is a free text box
Example: West Reading Room

Internet 100%



1st Service

Facility Needing
Work:

706

Location:

west reading room

Request Category:

Description

Back Submit



1st Service

Facility Needing
Work:

706

Location:

west reading room

Request Category:

Description

Back Submit

Click search button ,
pick issue closest to
problem (4 pages)

Done

Internet



ACCESS CARD	ACCESS CARD NOT WORKING / LOCK NOT FUNCTIONING
AIR FLOW ISSUE	HVAC AIR SUPPLY
BAD ODOR	CHECK ODOR
BALLAST ISSUE	LIGHTING BALLAST
CARPET ISSUE	TORN OR FRAYED CARPET
CLEAN FLOORS	FLOORS NEED CLEANING / MOPPING / VACUUMING
CUSTODIAL ISSUE	UNDEFINED CUSTODIAL ISSUE OR NEED
DOOR CLOSER	DOOR CLOSER ISSUE
DOOR ISSUE	UNDEFINED DOOR ISSUES
DRAIN CLOGGED	SINK / DRAIN ISSUE
ELEVATOR ISSUE	UNDEFINED ISSUE / ELEVATOR JERKING / LIGHTS OUT
ELEVATOR OUT	ELEVATOR OUT OF SERVICE / NOT RESPONDING
ELEVATOR SOUND	ELEVATOR MAKING NOISE / SOUNDS
ELEVATOR STUCK	ELEVATOR STUCK / NOT MOVING
FAUCET ISSUE	LEAKING OR NON WORKING FAUCET
GRAFFITI	GRAFFITI ISSUE / PAINT SPRAYED
HANG PICTURE	PICTURE OR ITEM TO BE HUNG
LANDSCAPE ISSUE	LANDSCAPE ISSUE / EXTERIOR CLEANUP / S
LIGHT OUT	LIGHT FIXTURE NOT WORKING
LIGHT SWITCH	SWITCH NOT WORKING

[First](#) [Previous](#) [Next](#) [Last](#) [Back](#)

Click on issue closest to
problem (4 pages)



Facility Needing Work: 706

Location: west reading room

Request Category: LIGHT OUT

Description: Overhead stage light is not working. Just before it went out we heard a loud Popping noise

[Back](#) [Submit](#)

Description is a free text area for additional information



Request Details - Windows Internet Explorer provided by Virginia IT Partnership

https://covaimapp.assetworks.com/cr/problem-zoom.jsf

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Request Details

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Commonwealth of Virginia

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1stService Contact Us

Facility Needing Work: 706

Location: west reading room

Request Category: LIGHT OUT

Description: Overhead stage light is not working. Just before it went out we heard a loud Popping noise

Back Submit

The final step is to the click Submit button. An e-mail will follow alerting you to the status of your request.

Done Internet 75%



Request Submitted - Windows Internet Explorer provided by Virginia IT Partnership

https://covaimapp.assetworks.com/cr/work-location.jsf

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Request Submitted

Department of General Services
Commonwealth of Virginia

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1stService Contact Us

Your Request has been Submitted

Thank you! Your customer request number is 5162.

Once your request has been processed by BFM, you will receive a confirmation email. To change or cancel your request, please call the BFM Service Desk at (804)786-3576

Submit Another Request

Logout

Request Number

Internet 75%



YOUR REQUEST HAS BEEN SUBMITTED SUCCESSFULLY - Message (Plain Text)

Message Add-Ins

Reply Reply to All Forward
Respond

Delete Move to Folder Create Rule Other Actions
Actions

Block Sender Safe Lists Not Junk
Junk E-mail

Categorize Follow Up Mark as Unread
Options

Find Related Select
Find

From: BFM-SERVICEDESK@DGS.VIRGINIA.GOV Sent: Wed 2/27/2013 8:30 AM
To: Walker, Kenneth (DGS)
Cc:
Subject: YOUR REQUEST HAS BEEN SUBMITTED SUCCESSFULLY

To: KENNY WALKER
Re: 1stService Customer Request Number: 5162
Request Status: OPEN
Description: LOC: MEZZ FLOOR; LIGHT OUT; PLEASE REPLACE LIGHT IN OFFICE M17. THE LIGHT MADE A NOISE JUST BEFORE GOING OUT IN THE OFFICE.

Your 1stService request was submitted successfully.

For status updates, please visit: <http://1stService.dgs.virginia.gov>

If this request needs to be modified or canceled, please contact us via telephone at 786-3578.

Request awaiting approval by BFM



YOUR REQUEST HAS BEEN APPROVED - Message (Plain Text)

Message Add-Ins

Reply Reply to All Forward
Respond

Delete Move to Folder Create Rule Other Actions
Actions

Block Sender Safe Lists Not Junk
Junk E-mail

Categorize Follow Up Mark as Unread
Options

Find Related Select Find
Find

From: BFM-SERVICEDESK@DGS.VIRGINIA.GOV Sent: Wed 2/27/2013 8:36 AM
To: Walker, Kenneth (DGS)
Cc:
Subject: YOUR REQUEST HAS BEEN APPROVED

To: KENNY WALKER
Re: 1stService Customer Request Number: 5162
Request Status: APPROVED
Description: LOC: MEZZ FLOOR; LIGHT OUT; PLEASE REPLACE LIGHT IN OFFICE M17. THE LIGHT MADE A NOISE JUST BEFORE GOING OUT IN THE OFFICE.

Your 1stService request has been approved and it has been assigned
Work Order Number: 201300019832

You will be updated on status changes to this work order via email.

Approved Request with Work Order Number



Re: YOUR WORK ORDER HAS BEEN COMPLETE/CLOSED - Message (Plain Text)

Message H Add-Ins X

Reply Reply Forward
to All Respond

Delete Move to Folder Create Rule Other Actions

Block Sender Safe Lists Not Junk Junk E-mail

Categorize Mark as Unread Options

Find Related Select Find

Extra line breaks in this message were removed.

From: Tyson, Vickie (DGS) Sent: Fri 2/8/2013 11:36 AM
To: BFM-ServiceDesk (DGS)
Cc:
Subject: Re: YOUR WORK ORDER HAS BEEN COMPLETE/CLOSED

Thank you!

Vickie Tyson, PMP
Project Manager
Division of Consolidated Laboratory Services DGS, Information System Services
804 692-0418 (ISS Office)
804 371-6527 (Fax)
vickie.tyson@dgs.virginia.gov

----- Original Message -----
From: BFM-SERVICEDESK@DGS.VIRGINIA.GOV [<mailto:BFM-SERVICEDESK@DGS.VIRGINIA.GOV>]
Sent: Friday, February 08, 2013 11:34 AM
To: Tyson, Vickie (DGS)
Subject: YOUR WORK ORDER HAS BEEN COMPLETE/CLOSED

To: VICKIE TYSON
Re: Work Order Number 201300019189
Work Description LOC: 2ND FLOOR ISS EXPANDED OFFICE SPACE; UNDEFINED ISSUE; RECURRING LOUD SQUEAKY NOISE IN BACK OF ROOM
Work Order Status OPEN

Your work order has been completed.

Completed Work Order e-mail



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You may also choose
Email my Request to
view a list of current
request entered by you

[Create New Request](#)

[Email My Requests](#)

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